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### Instructions for Setting Up a Typical Netgear Router on ResNet

These instructions explain how to set up a Netgear router for use on ResNet from factory defaults. If your router is not new, please follow the instructions in the “Factory Reset” section before following the setup Instructions. Note: These instructions are based on the Netgear R3400. While these instructions should work across models, exact button placement or wording may differ.

#### Home Set Up

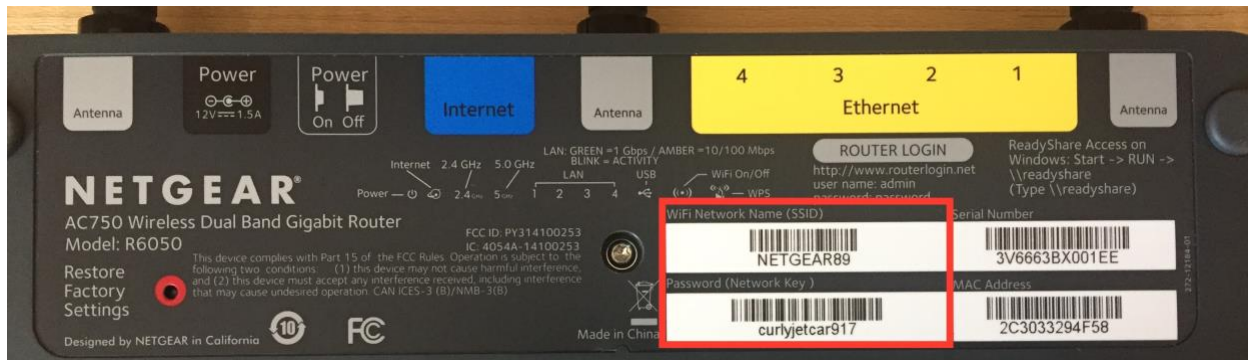
If possible before arriving in residence, please follow these instructions at home. You may have to temporarily plug your new router in to your home internet to make sure it works.

## Initial Setup

### Connect to your router

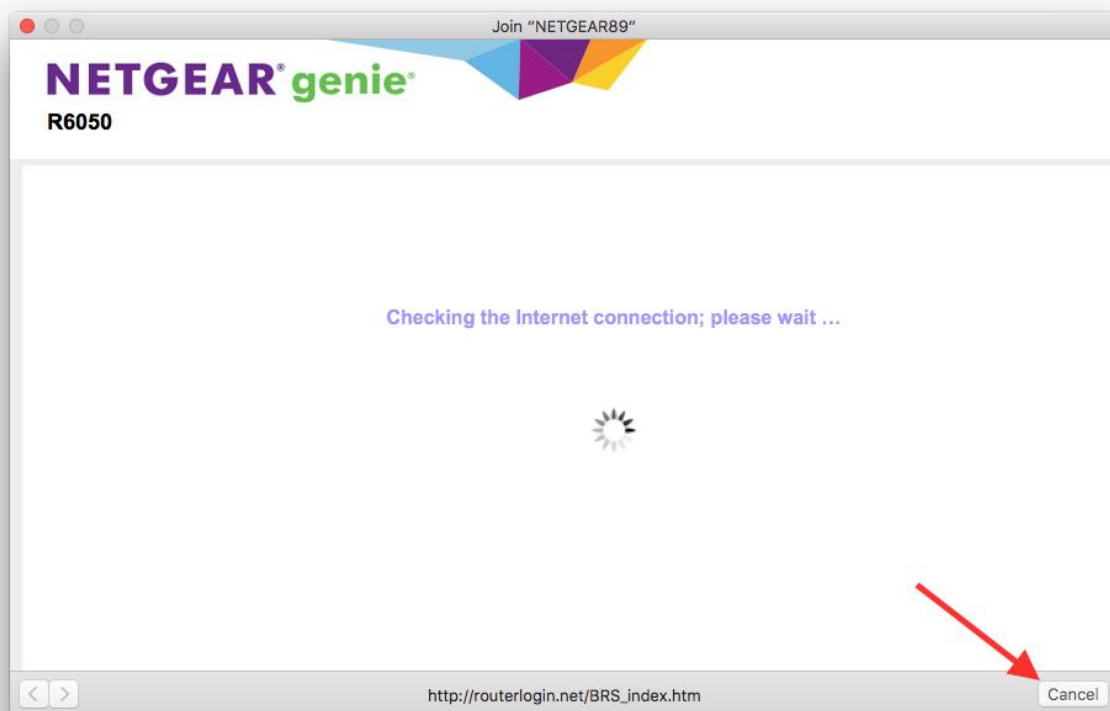
#### Wireless

By default, your router will create a wireless network called NETGEAR##, where ## are 2 random digits. The exact name and the corresponding password for your router are printed on the bottom.



Connect to this network as you would any other wireless network. Ensure that you are connecting to the correct network! You don't want to accidentally setup your neighbour's router!

On macOS, a window may pop up when you connect to the network, please dismiss that window using the Cancel button.



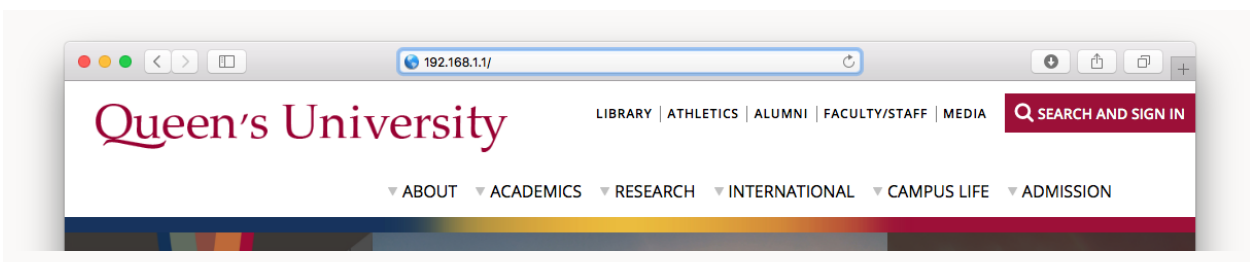
## Wired

A wired connection requires a computer with an Ethernet port or a USB or Thunderbolt adapter. You will also require an additional Ethernet cable. To connect to your router, plug one end of the Ethernet cable into one of the numbered ports on your router, and the other into your computer.

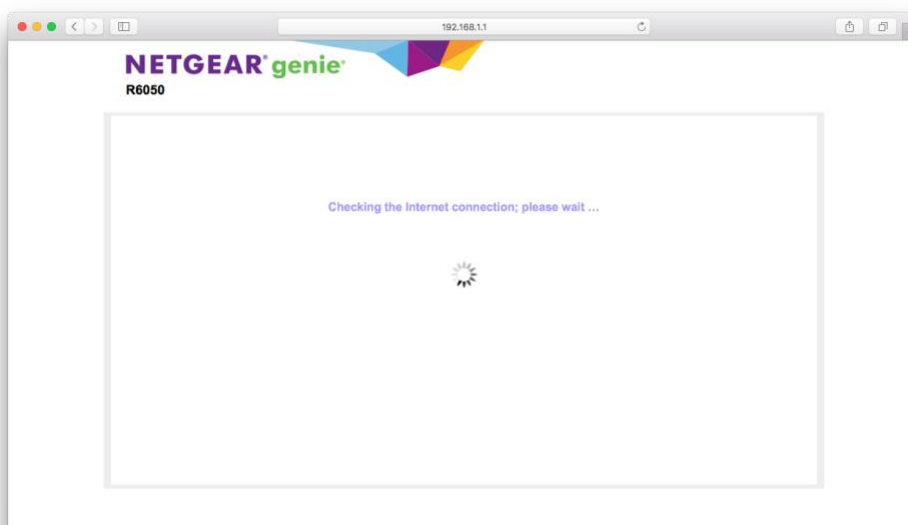


## Configure Your Router

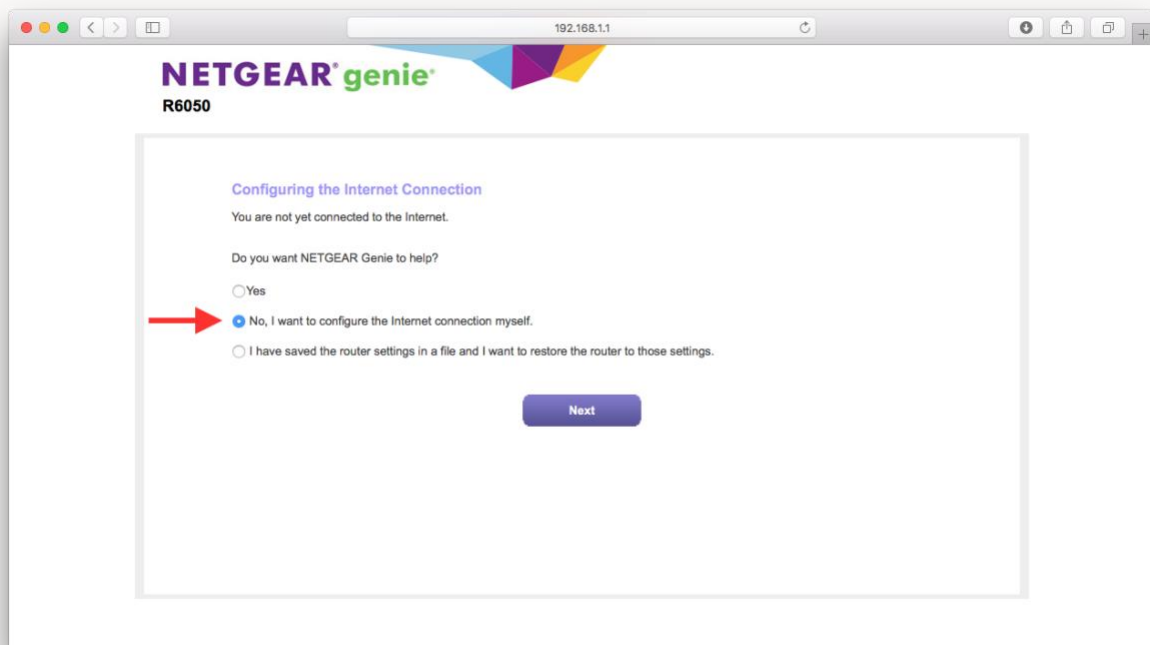
1. Open a web browser on your computer and enter 192.168.1.1 in the address bar.



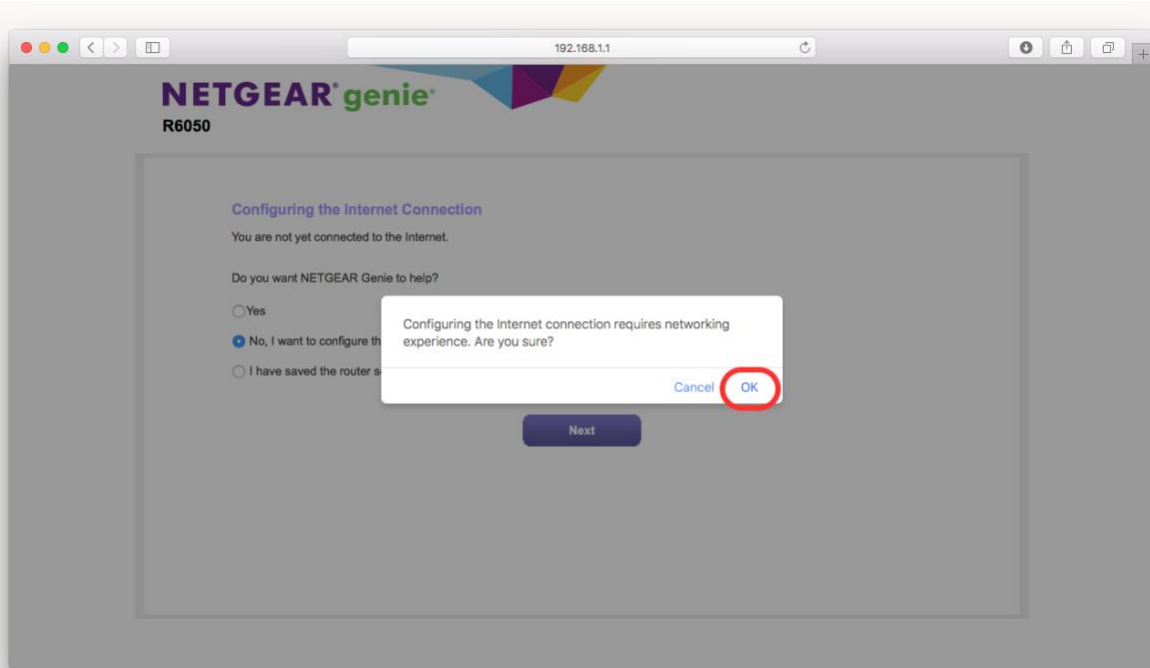
2. You should see this page come up:



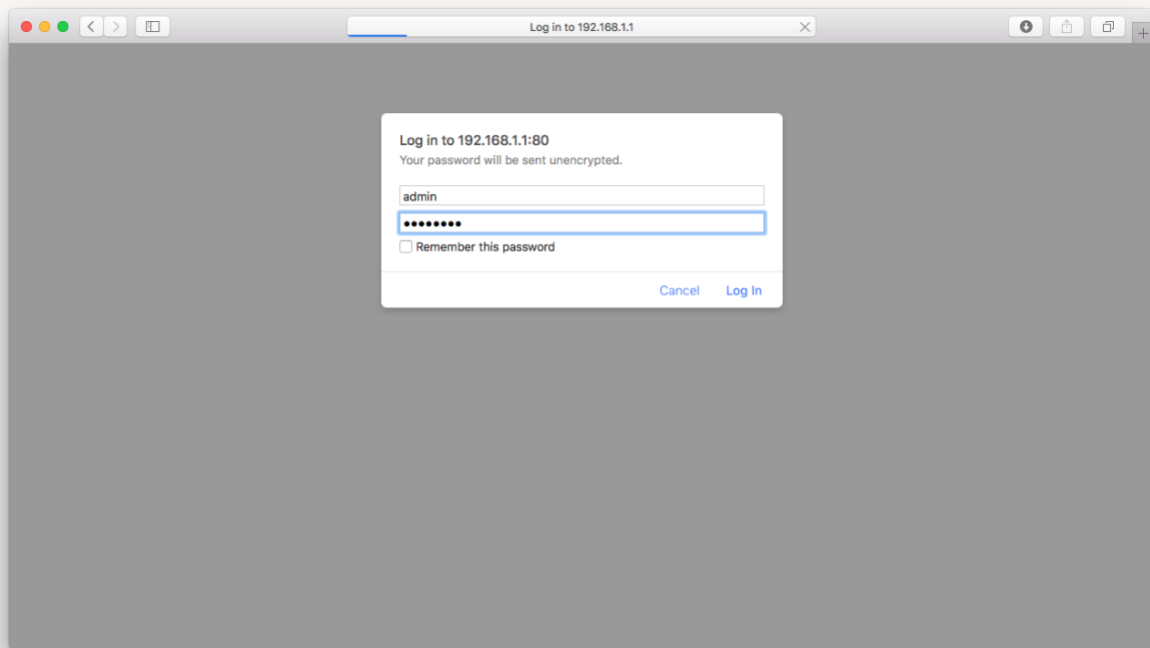
3. After a moment, you will be presented with this screen, select No, I want to configure the Internet connection myself.



4. A warning will be presented, click OK to continue.



5. Log in to your router using
  - a. Username: admin
  - b. Password: password

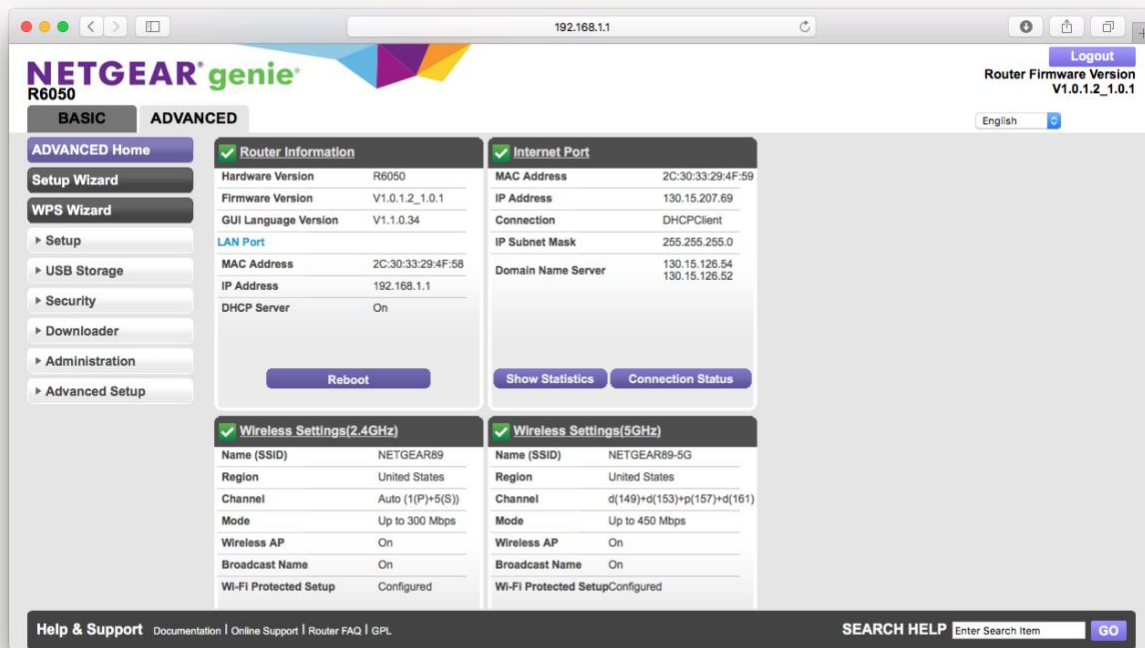


6. You should now see the initial router setup page: From the router setup page you can make changes to your router's configuration.

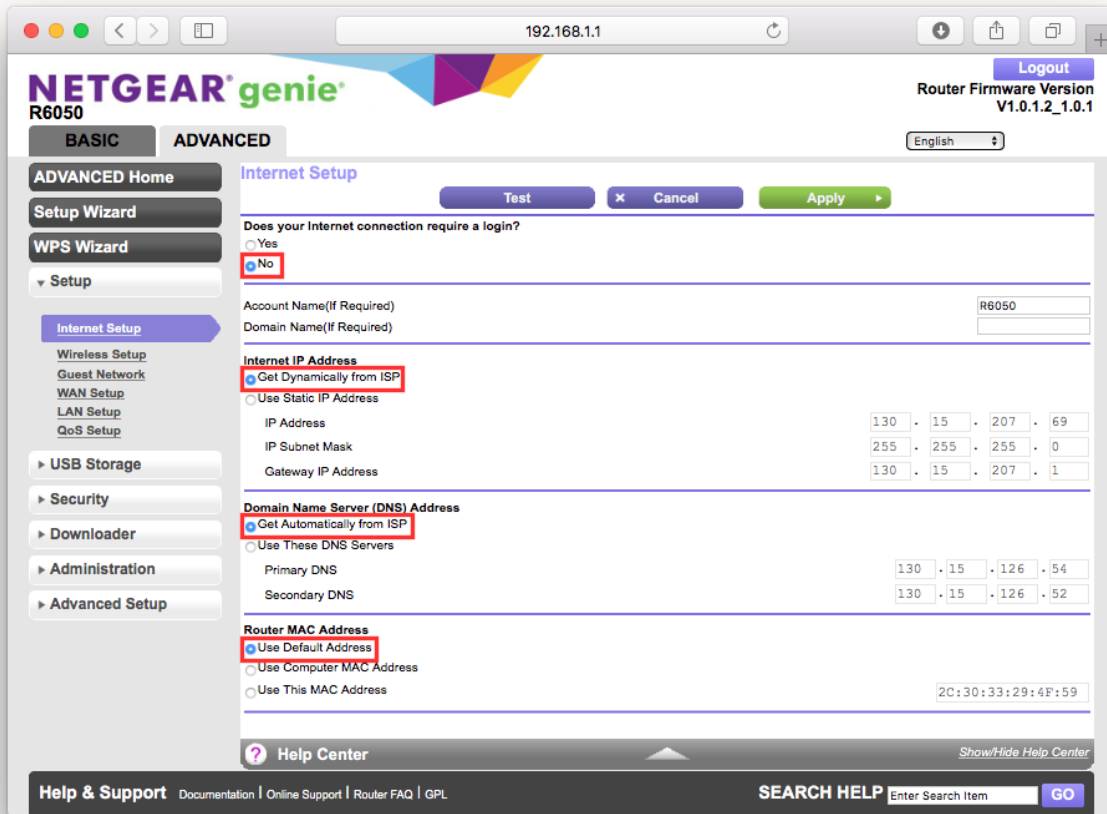


## Set up your network

1. From the setup home screen, select the Advanced tab.



2. On the left-hand side, select Setup, then Internet Setup
3. Ensure the settings on your router match those highlighted below:



**NETGEAR genie**  
R6050

**BASIC** **ADVANCED**

**ADVANCED Home**  
**Setup Wizard**  
**WPS Wizard**  
**Setup**  
**Internet Setup**  
Wireless Setup  
Guest Network  
WAN Setup  
LAN Setup  
QoS Setup  
USB Storage  
Security  
Downloader  
Administration  
Advanced Setup

**Internet Setup**

Test Cancel Apply

Does your Internet connection require a login?  
☐ Yes  
☒ No

Account Name(If Required) R6050  
Domain Name(If Required)

**Internet IP Address**  
☒ Get Dynamically from ISP  
☐ Use Static IP Address

IP Address 130 . 15 . 207 . 69  
IP Subnet Mask 255 . 255 . 255 . 0  
Gateway IP Address 130 . 15 . 207 . 1

**Domain Name Server (DNS) Address**  
☒ Get Automatically from ISP  
☐ Use These DNS Servers

Primary DNS 130 . 15 . 126 . 54  
Secondary DNS 130 . 15 . 126 . 52

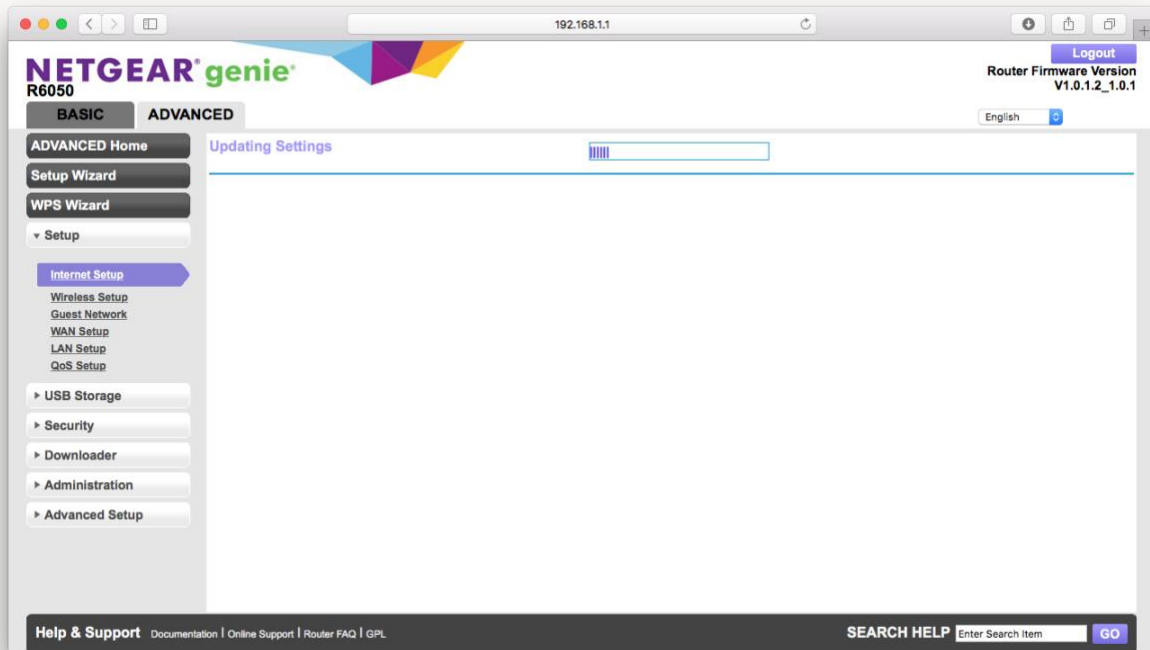
**Router MAC Address**  
☒ Use Default Address  
☐ Use Computer MAC Address  
☐ Use This MAC Address 2C:30:33:29:4F:59

Help Center Show/Hide Help Center

Help & Support Documentation | Online Support | Router FAQ | GPL

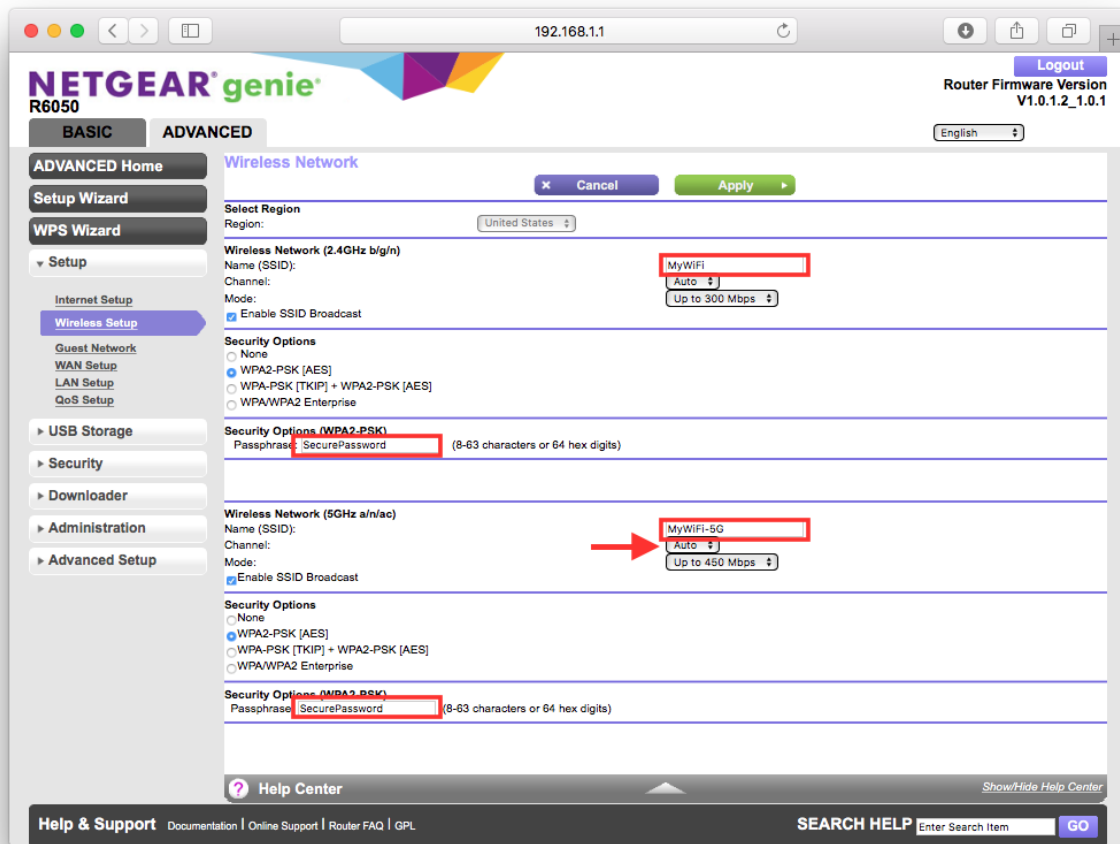
SEARCH HELP Enter Search Item GO

4. Click the Apply button and wait for it to complete. This may take up to 2 minutes.



5. On the left side, click Wireless Setup.
6. Set the Name (SSID) fields (there are 2) to whatever you would like your network to be called. You will need to keep the “-5G” at the end of the second one.
7. Set a secure password for both networks. We recommend using the same password in both places.





NETGEAR genie®  
R6050

192.168.1.1

Logout  
Router Firmware Version  
V1.0.1.2\_1.0.1

English

**BASIC** **ADVANCED**

ADVANCED Home  
Setup Wizard  
WPS Wizard  
Setup  
Internet Setup  
Wireless Setup  
Guest Network  
WAN Setup  
LAN Setup  
QoS Setup  
USB Storage  
Security  
Downloader  
Administration  
Advanced Setup

**Wireless Network**

Cancel Apply

Select Region  
Region: United States

Wireless Network (2.4GHz b/g/n)  
Name (SSID): MyWiFi  
Channel: Auto  
Mode: Up to 300 Mbps  
Enable SSID Broadcast

Security Options  
None  
WPA2-PSK [AES]  
WPA-PSK [TKIP] + WPA2-PSK [AES]  
WPA/WPA2 Enterprise

Security Options (WPA2-PSK)  
Passphrase: SecurePassword (8-63 characters or 64 hex digits)

Wireless Network (5GHz a/n/ac)  
Name (SSID): MyWiFi-5G  
Channel: Auto  
Mode: Up to 450 Mbps  
Enable SSID Broadcast

Security Options  
None  
WPA2-PSK [AES]  
WPA-PSK [TKIP] + WPA2-PSK [AES]  
WPA/WPA2 Enterprise

Security Options (WPA2-PSK)  
Passphrase: SecurePassword (8-63 characters or 64 hex digits)

Help Center Show/Hide Help Center

Help & Support Documentation | Online Support | Router FAQ | GPL

SEARCH HELP Enter Search Item GO

8. Again, click Apply and wait for the 2 minutes.
9. If you were connected wirelessly, you will need to connect to the network name you created in step6, using the password from step7. On macOS, a window may pop up when you connect. Click the cancel button to close the window.

## Secure your router

Set an administrative password

1. Sign-in to your router and go the Advanced tab.
2. Click on Administration and then Set Password.
3. Enter "password" in the Old Password field and pick a new secure password. Save this password, as you will need it to make any future changes to your router.
4. Tick the box for password recovery and answer the questions. Take note of your answers, as they will be needed to recover your password.
5. Click Apply.
6. You will be prompted to log in again. The username is still admin, and the password is what you set in step3 above.

## When You Get to Campus

### Plug in to your router

1. Plug one end of an ethernet cable (typically supplied with your router) to the internet port on your router and plug the other into the jack in your room. Your wall jack will look like one of the following:



2. Plug in power to your router. You may have to wait a few moments for your router to fully power on and connect to ResNet.

## Register your Router with NetReg

Once your router is properly configured, you will need to register it to access websites outside of the Queen's network. If you have been making configuration changes, make sure to sign out of the configuration utility before proceeding with the NetReg process.

1. Ensure your computer is connected - wired or wirelessly - to your router.
2. Open a web browser and go to [netreg.queensu.ca](http://netreg.queensu.ca)
3. Enter your Queen's NetID and password and click Accept. When prompted, restart your router. You may need to wait up to 15 minutes for the registration to take effect. If after following these instructions you are still unable to browse the internet, please try some of the NetReg troubleshooting steps listed below.

## Troubleshooting Steps

### Netgear Factory Reset

If your router is not new, or you have made a mistake in its configuration, it is helpful to reset it to factory defaults and configure it again.

1. Disconnect all cables except power.
2. Locate the Reset button. It is often on the bottom of the router near where the default information is printed.
3. Use a pen or paperclip to press and hold the Reset button. You will know you have pressed the button correctly when the power light turns amber. Release the button when the power light turns green and blinks amber.



### Router Connection troubleshooting

If you are having difficulty connecting to [netreg.queensu.ca](http://netreg.queensu.ca) or any other website, these instructions may help resolve problems with your router.

- Check your room for other network jacks, there are typically 2 jacks per bed in a room, though only one of these will provide an internet connection.
- Ensure the connection coming from the wall jack is plugged into the Internet or WAN port on your router.
- Check if there is a flashing light on your router where you have plugged in the cable from your wall jack. If there is no light, call ITS at (613) 533-6666 and let them know. You will be contacted to schedule an appointment with a technician to repair your jack.
- Check the jack for damage. If you think your jack is damaged, please call ITS at (613) 533-6666 or submit a problem report using their website. You will be contacted to schedule an appointment with a technician.
- Try using an alternate Ethernet cable.
- If you are connecting via Wi-Fi, be sure that the Wi-Fi lights are lit on the router, some models have a button you can press to turn Wi-Fi on or off.
- If your router was previously configured, for example for use at home, follow the Factory Reset instructions and setup your router again.

## NetReg Troubleshooting

These instructions may help clear any issues with NetReg, they assume you are able to access [netreg.queensu.ca](http://netreg.queensu.ca) or other Queen's websites.

- Try using a different web browser to access NetReg.
- Ensure you have waited 15 minutes and restarted your router.
- Restart your computer; this helps clear any cached information. If none of these steps help, please call the IT Support Centre at (613) 533-6666 or submit a problem report using their website. If they are unable to assist you over the phone, you will be directed to a router support depot or contacted to schedule an appointment with a technician.

## Locating the MAC address

When contacting the ITSC it is helpful to know your router's MAC address, on most Netgear routers, it is printed on the bottom, along with the default configuration information

